

VA SAN DIEGO HEALTHCARE SYSTEM

2005



ANNUAL REPORT





2005 HIGHLIGHTS

PATIENT SATISFACTION SCORES

VASDHS ranks tops among VHA's leaders in patient satisfaction. In the national surveys of the Health Experiences of Patients, our patients continued to rate their Overall Quality of Care as exceptional. VASDHS inpatients rate satisfaction at 5% above the VA standard for Overall Quality of Inpatient Care and 4% above the VA standard for Overall Quality of Outpatient Care.

RETURNING COMBAT VETERAN SERVICES AND SEAMLESS TRANSITION

With our proximity to Camp Pendleton, San Diego is the largest separation site in the U.S., with approximately 20% of those veterans staying in San Diego. Since the Operation Iraqi Freedom and Operation Enduring Freedom (OIF/OEF) conflict started, VASDHS has provided medical care to almost 2,300 returning combat veterans. We have continued to develop new programs to meet the needs of those veterans, including a student support program, a Post-Deployment Clinic, and research projects for combat veterans. To assure Seamless Transition, we assigned a part-time social worker to Camp Pendleton and formed a Seamless Transition Team to address communication and coordination issues to assure that all returning (OIF/OEF) combat veterans receive the medical care and assistance they need in a friendly and timely manner.

CLINICAL IMPROVEMENTS

TeleHealth: Care Coordination Home TeleHealth is a new VASDHS program that offers remote monitoring and management of chronic disease from the veteran's home. Veterans who have diabetes, heart disease, high blood pressure or chronic obstructive pulmonary disease (COPD), regularly send their vital signs and symptoms via a telephonic messaging unit to a secure VA website. Nurse Care Coordinators at the VA monitor the information and work with the provider to intervene early when the patient needs assistance. The intent of the program is to provide the right care at the right time and in the right place. In FY 2005 we enrolled 115 veterans and trained 13 Nurse Care Coordinators in five specialty and two primary care clinics.

Improving Access to Care: The Firm, VASDHS' primary care program, has recently developed a new statement of purpose: "Working together with each veteran to provide the right care at

TeleHealth offers the latest technologies for remote monitoring and management of chronic disease from the veteran's home. This enables us to provide timely care for veterans with diabetes, high blood pressure, heart disease, or chronic obstructive pulmonary disease (COPD).

TELEHEALTH



PROFILE

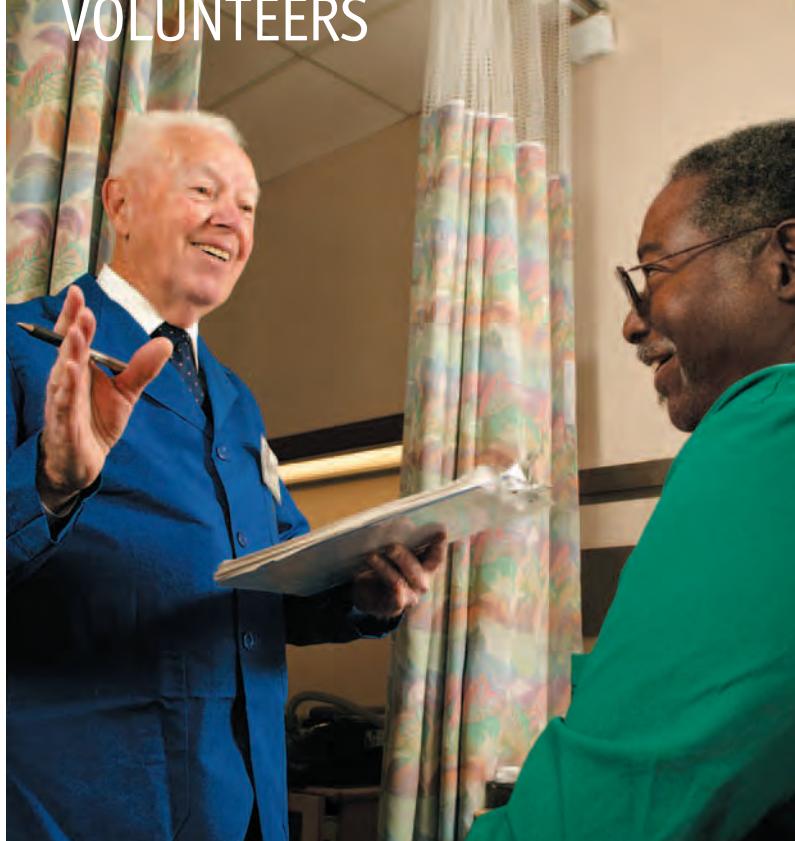
The VA San Diego Healthcare System (VASDHS) provides a wide range of inpatient and outpatient health services at the medical center in La Jolla, and at five community clinics located in Chula Vista, Escondido, Imperial Valley, Mission Valley, and Vista. We provide medical, surgical, mental health, geriatric, spinal cord injury, and advanced rehabilitation services. VASDHS has 238 hospital beds, including skilled nursing beds, and operates several regional referral programs including cardiovascular surgery and spinal cord injury.

We are affiliated with the University of California, San Diego School of Medicine and provide training for 780 medical interns, residents and fellows, as well as 64 other teaching affiliations for nursing, pharmacy, dental, and dietetics. VASDHS has one of the largest research programs in the VA nationally with a budget of \$61.8 million (FY 2005), 220 principal investigators, and 1,022 projects.



More than 1,000 volunteers provide an invaluable service to veterans and the medical center. They deliver the smile and extra care that means so much to our patients.

VOLUNTEERS



the right time." This purpose emphasizes the Firm's commitment to the individual veteran, to teamwork, to quality and to access. In order to continue progress toward this purpose, the Firm reorganized its staff (physicians, nurses, clerks, and allied health professionals) into five site-based teams, located in Vista, Chula Vista, La Jolla and Mission Valley (2 teams).

AWARDS & RECOGNITION

VASDHS was the recipient of the 2004 Commission on Cancer (CoC) Outstanding Achievement Award. The award recognizes the significant commitment by the administration and personnel at our facility for providing quality cancer care to our patients and in meeting and exceeding the standards set by the CoC Approvals Program. VASDHS is one of 39 programs in all of America's hospitals to achieve this recognition.

RESEARCH: SHINGLES PREVENTION STUDY

In one of the largest adult vaccine trials ever, researchers from the Department of Veterans Affairs and colleagues have shown that an experimental vaccine against shingles (herpes zoster) prevented about half (51 percent) of cases of shingles, a painful nerve and skin infection that impacts people around the world. The vaccine dramatically reduced severity and complications in vaccinated persons who got shingles. The study leader was Michael N. Oxman, MD, an infectious disease specialist at the San Diego VA Healthcare System and the University of California, San Diego. The Shingles Prevention Study involved more than 38,500 men and women, age 60 or older at 22 study sites across the United States. We had over 700 local and national media stories placed for this research.

STATE-OF-THE-ART IMAGING MACHINES

To assure that VASDHS is at the forefront of imaging technology, we have purchased the following state-of-the-art machines to update our diagnosis and patient care capacity:

Magnetic Resonance Imaging (MRI): MRI uses radio frequency waves and a strong magnetic field to provide clear and detailed pictures of internal organs and tissues.

Computed Tomography (CT): CT machines create multiple images from several different angles using special X-ray equipment. These images form a three-dimensional cross-section of tissue, bone, muscles, organs and tumors.

Positron Emission Tomography (PET)/CT: This combination machine unites the capabilities of a PET with the anatomical detail of a CT. A PET scan provides detailed images that feature the chemical function of the targeted organ or tissue, marking out distinctions

COMMUNITY OUTREACH

VASDHS is committed to being an active member of the San Diego veterans, medical, and business communities, and we actively participate in the following organizations: Greater San Diego Chamber of Commerce, United Veterans Council, San Diego County Regional Healthcare Advisory Council, Healthcare Association of San Diego and Imperial Counties, and the San Diego Medical Society.

Each year we support community groups and agencies including Stand Down for Homeless Veterans and Vietnam Veterans of San Diego (VVSD) homeless veteran winter shelter.

Our Community Advisory Board, composed of key community stakeholders, meets monthly and is actively involved in providing information and advice on how we can best serve veterans.



The Primary Care Post-Deployment Clinic for returning combat veterans provides comprehensive assessment and care for physical and mental health needs.

SEAMLESS TRANSITION



between benign and malignant tissue. The hybrid PET/CT scanner can provide exceptionally detailed three-dimensional images of the body, helping surgeons pinpoint the exact location of a suspect mass of cells to determine if they are cancerous.

Ultrasound: Ultrasound scanning, or sonography provides images of the body using high frequency sound waves. The echoes are recorded and displayed as a visual, real-time image.

ALTERNATIVE REVENUE COLLECTIONS

VASDHS collected \$13.9M [Medical Care Cost Fund (MCCF): \$12.4M plus external sharing revenue of \$1.5M]. These funds stay at our local facility to enhance services for San Diego patients.

PERFORMANCE IMPROVEMENT

VASDHS met or exceeded goals in the majority of national clinical performance measures. We held our eighth annual Performance Improvement Fair on May 26, 2005. There were 32 entries with 152 participants. Approximately 900 staff and patients visited the Fair. Employees received \$21,500 in recognition awards. We held two National Patient Safety Goal (NPSG) campaigns to educate staff about the safety goals and efforts put in place to comply with them.

STAND DOWN

VASDHS managed the medical tent for Stand Down for Homeless Veterans for the 18th year, serving 658 homeless veterans and 112 of their family members. Over 137 volunteers from the VA San Diego Healthcare System donated more than 1,303 hours of their time. The medical team screened over 300 individuals in 2.5 days. They worked in various aspects of the medical tent assisting with registration, pharmacy, medical care, dental and eye exams, podiatry, and TB testing.

CONSTRUCTION

The San Diego Facilities Management Team worked on the following projects:

- Construction of a new state-of-the-art hemodialysis unit on the third floor West wing (unit was activated in December 2005).
- Remodel and expansion of the Prosthetics offices and laboratory to improve functionality of the department (the project will be completed in early 2006).
- Expansion of the Vista Outpatient Clinic to provide an additional 6,000 square feet for audiology and primary care.
- Addition of a second Cardiac Catheterization Lab on 4 North.
- Replacement of sterilization equipment in Supply Process Distribution (SPD). The project was completed in December 2005.

ACCREDITATION & CERTIFICATION

Joint Commission on Accreditation of Healthcare Organizations (JCAHO) 2004-2007

Commission on Accreditation of Rehabilitation Facilities (CARF);
Spinal Cord Injury, Medical Rehabilitation, Wellness and
Vocational Rehabilitation Enhancement and Homeless Programs

College of American Pathologists

Comprehensive Cancer Center (American College of Surgeons
Commission on Cancer)

American Association for Accreditation of Laboratory Animal Care
(AAALAC)

Nuclear Regulatory Commission

American Association of Blood Banks

Blood Bank is FDA Registered

Clinical Laboratory Improvement Act (CLIA)

National Committee for Quality Assurance (NCQA)
Research Accreditation



Left to right:
Jacqueline G. Parthemore, MD
Chief of Staff/Medical Director
Gary J. Rossio, CHE
Director
Janet M. Jones, RN, EdD
ACOS/Nursing & PCS

James Swalley ►
Department Service Officer, DAV
with **Gary J. Rossio**



DIRECTOR'S MESSAGE

Excellence is not an act, but a habit. — Aristotle

Excellence is our way of doing business – a habit that has created satisfaction and loyalty from our patients, veteran community and employees. This year we served more than 53,900 patients and continued to increase the quality of our care and access to services while facing a tight financial environment. We increased our effectiveness through commitment to teamwork, both internally and with our community partners. Our Seamless Transition programs assure returning combat veterans that they can rely on us for comprehensive combat veteran services including outreach, post-deployment assessment, case management assistance for access to care and services, and a combat veteran student support group. As we look forward to 2006, we will stay at

the forefront of technological and medical advances to provide quality care to veterans. In addition, we are exploring options to increase access to care at the Medical Center and clinics. Thanks to each and every one of our staff for a great 2005 and keep up your personal excellence in 2006.

Gary J. Rossio, CHE
Director, VA San Diego Healthcare System
VA Desert Pacific Healthcare Network

FINANCIAL REPORT & STATISTICS

FY 2005 (10/1/04 – 9/30/05) BUDGET

Total Medical Care Appropriations	\$305,081,817
Operating Expenses	\$305,081,817
Salary, Wages & Benefits ..	\$164,988,565
Supplies	\$42,608,320
Services	\$42,646,022
Other Expenses	\$54,838,910

WORKLOAD STATISTICS

Medical Center Beds Total	238
Acute	172
Extended Care	40
Spinal Cord Injury	26
Admissions Total	6,941
Acute	6,232
Extended Care	394
Spinal Cord	315
Patient Days Total	63,674
Acute	52,920
Extended Care	10,754

Average Length of Stay 8.9 Days

Acute 7.9 Days

Extended Care .. 26.1 Days

Surgeries Total 4,362

Inpatient

Ambulatory

Outpatient Visits

512,771

Patients

53,980

Number of Veterans in San Diego and Imperial Valley 280,000 (estimate)

STAFFING STATISTICS

(FTE = Full Time Equivalent)

Employees (FTE)

2,061

Physicians (FTE)

148

RNs (FTE)

475

Other (FTE)

1,438

Residents & Medical Students (FTE) .. 780

Other Clinical Trainees (FTE)

240

Volunteers

1,058

Volunteer Hours

106,685

RESEARCH STATISTICS

Total Research Funding ... \$61,800,000

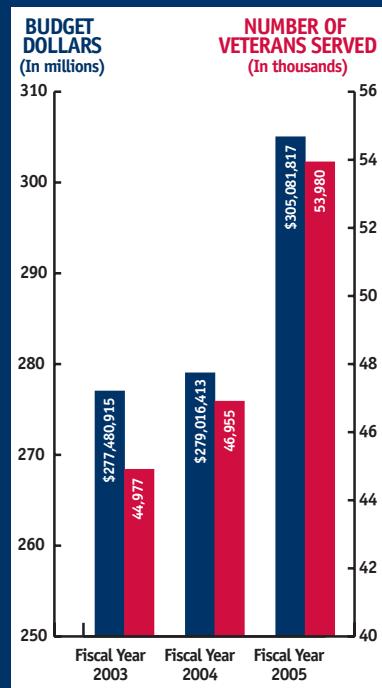
Principal Investigators

220

Research Projects

1,022

BUDGET & VETERANS SERVED



VA SAN DIEGO HEALTHCARE SYSTEM

MEDICAL CENTER

VA San Diego Healthcare System
3350 La Jolla Village Drive
San Diego, CA 92161
(858) 552-8585
1 (800) 331-VETS

FREQUENTLY CALLED PHONE NUMBERS

TeleCare System (Nurse Advice)
1 (877) 252-4866

Enrollment & Eligibility Questions
(858) 552-7523

Appointment Scheduling (Medical Center)
(858) 552-7570

WEB ADDRESSES

For more information, visit us at:
www.san-diego.med.va.gov
www.va.gov

VET CENTERS

San Diego Vet Center
2900 6th Avenue
San Diego, CA 92103
(619) 294-2040

Vista Vet Center
1830 West Drive, Suite 103
Vista, CA 92083
(760) 643-2070

OUTPATIENT CLINICS

VA Mission Valley Clinic
8810 Rio San Diego Drive
San Diego, CA 92108
(619) 400-5000

VA Chula Vista Clinic
835 Third Avenue
Chula Vista, CA 91910
(619) 409-1600

VA Vista Clinic

1840 West Drive
Vista, CA 92083
(760) 643-2000

VA Escondido Clinic
815 East Pennsylvania Avenue
Escondido, CA 92025
(760) 466-7020

VA Imperial Valley Clinic

528 G Street
Brawley, CA 92227
(760) 344-9085

Wellness & Vocational Enrichment Clinic
W.A.V.E. Program
4525 Mission Gorge Place
San Diego, CA 92120
(619) 228-8000



SERVICES

Alcohol/Drug Treatment Center

Ambulatory Care

Audiology & Speech Pathology

Cardiac Care

Critical Care

CT Scanner

Dental Services

Diabetes Care Clinic

Extended Care Center

Geriatrics

Gulf War Health Screening

Health Care for Homeless Veterans

Hemodialysis Center

HIV/AIDS Treatment (Special Infectious Disease Program)

Home-Based Primary Care

Magnetic Resonance Imaging

Mammography

Medicine

Neurology

Nuclear Medicine

Nutrition Counseling

Oncology

PET Scanning

Pharmacy

Post-Traumatic Stress Disorder Clinic

POW Program

Primary Care

Prosthetic Treatment Center

Psychiatry

Psychology

Rehabilitation Medicine

Research

Sexual Trauma Counseling

Spinal Cord Injury Unit

Surgery

TeleHealth

Ultrasound

Visual Impairment Services

Women's Clinic



VHA MISSION Honor America's veterans by providing exceptional health care that improves their health and well-being.

VHA VISION To be a patient centered integrated health care organization for veterans providing excellence in health care, research, and education; an organization where people choose to work; an active community partner and a back up for National emergencies.

WE VALUE Trust, respect, excellence, compassion, and commitment.